

PROCEDURES AND RESPONSIBILITIES IN
SECURING COMMUNICATION ACCESS SERVICES FOR STATE AGENCIES
INTERPRETER, CAPTIONING ACCESS REAL TIME (CART) OR
VIDEO REMOTE INTERPRETER (VRI)

Effective January 1, 2010, Indiana Deaf and Hard of Hearing Services (DHHS) contracted with one coordinating unit who provides communication access for the state agencies. Below are the procedures follow to ensure that all Hoosiers with hearing loss will have access to state services.

1. Prerequisite for Service: A 14-day advanced notification is required to ensure interpreting services.
2. Request for Service: All interpreting service requests should be made with the Deaf and Hard of Hearing Services (DHHS) of Indiana. Attached is State Agency Communication Request form. Completed forms should be E-mailed to DHHSHelp@fssa.IN.gov. In the subject line, please include the State Agency Name, the Last Name of the Consumer who needs the service, as well as the Appointment Date (ex. DOC/Smith/8/2/10).
3. Search and Confirmation: Once the interpreting services vendor secures the necessary interpreter(s), the requesting agency will be notified.
4. Provision Inability: If the interpreting services vendor is unable to schedule interpreter services for the dates and times requested, the vendor will notify the requesting agency of the unavailability of interpreter services for the time requested. The requesting agency may reschedule and resubmit a new State Agency Communication Request form and the interpreting services vendor will process the new request.
5. Billing: The interpreting services vendor submits all billing to the Deaf and Hard of Hearing Services, which is applied to the contract the vendor has with DHHS.

6. Emergency (Last Minute) Communication needs: If immediate interpreting services are needed, state agencies should call DHHS directly at 317-493-0371 or 317-542-3324, during regular business hours Monday - Friday from 8:00 a.m. to 4:30 p.m. DHHS will make every effort to help obtain an appropriate service requested (interpreter, CART, or VRI). DHHS recognizes that last minute communication access will occur (such as a person who is deaf who shows up at your office without an appointment or an emergency situation) and will do everything possible to obtain the appropriate communication need. However, request for appointments that are scheduled in advance do not qualify for last minute or immediate requests. Scheduled appointments need to have an advanced communication requests, or state agencies will be responsible for obtaining or paying for their own communication needs. For after hours and weekend emergencies, please text Rhonda Marcum at 317-697-8568 or text/call Janet Lancaster at 812-350-5600.
7. No show: DHHS may charge the state agency requesting services for late cancellations or for not being present or represented (no show). If an agency schedules and cancels a meeting three times and DHHS is required to pay late cancellations or no show fees, then the requesting agency is responsible to pay for interpreting services.

For questions or comments, please contact:

- DHHSHelp@fssa.IN.gov
- Donald Tinsley (donald.tinsley@fssa.in.gov)
 - Tel: 317-493-0371 or Toll Free at 1-866-786-5992
- Deka Oliver (deka.oliver@fssa.in.gov)
 - 317-542-3324 or Toll Free at 1-866-478-9175.